



Minutes  
Glendive Job Service Employers Committee  
December 6, 2005  
DCC Board Room

Members Present:	Tim Wall Bill Wade Reed Reyman Jim Germann Steve Olson Lonnie Cross	Community First Bank Mid-Rivers Terry MAF Glendive Schools Job Service Job Service
Members Absent:	Kyle Johnson Norm McDowell Peg Iba Sandi McGovern Cindy Berg Pat Cunningham Curt Curtis	American Ford Glendive Medical Center Horizons/Iba Drilling Glendive Medical Center Eastern Montana Industries Dawson Community College Assembly of God
Call to Order	12:20	Bill Wade, Vice Chair
Introductions	NEW MEMBER is Jim Germann, Superintendent of Glendive Schools	
Minutes	Wall/Reed Accept as submitted. Unanimous	
Treasurer's Report	Tim Wall reported \$3069.99 in Heritage Bank Checking \$30.00 received from FLSA Seminar \$1.41 received in interest \$187 paid out for Human Resources Conference attended by 2 Job Service staff	
Correspondence	None	

**OLD BUSINESS**

Business Advisory	Tabled until January meeting since Pat Cunningham was out of town and not able to attend this meeting.
Employers in School	Steve reported that another meeting has not occurred with the representatives of the high school. Work is ongoing to establish a good presentation that is meaningful and useful to the students and at the same time keep from too much class-work disruption. According to Steve the vision of the individuals working on the project "has not melded yet." JSEC members are very supportive and enthusiastic about working directly with students to transition them to the world of work. A presentation to students allows business to instruct them in ALL the

occupations available in each business. A good example is the medical field. There are so many technical and support jobs that are possibly “invisible” to students, and that can be trained for in very short periods (x-ray tech was the example used by Reed). Another topic of discussion was job shadowing. This allows students to choose an occupation, then spend a day or a part of a day with a person who does that job. Gives a first hand view of what really happens day to day, and might give a student the ability to confirm this is the job to pursue, or to decide against and move on. Mid-Rivers has hosted job shadowing in the past, and is able to continue. Someone has to be the designated facilitator (a person who works with the students) to make job shadowing happen.

#### Scholarship

**The Scholarship Committee: Pat Cunningham, Bill Wade, and Curt Curtis with Tim Wall as an alternate.** Lonnie reported the following from Pat: “I gave Mrs. Lindquist, JMG Job Specialist, a copy of the scholarship application for her two JMG classes. I have not yet spoken to the classes, but that is still my plan. I also gave the scholarship application to Desiree Hoffer, DCHS Counselor.” So the ball is rolling!

### NEW BUSINESS

#### CCSS

**Certified Customer Service Specialist:** Steve presented information on CCSS curriculum that he discovered on a State of Georgia website. Customer Service is a skill that most businesses seek in candidates for most any job. Can we provide a way for job seekers to become “certified” in the customer service skill through a curriculum available locally, partnering with business who would benefit from hiring people trained in the skill that they need. In Georgia this curriculum consists of one, fulltime semester (15 credits) that ends with a certificate. For more information, the website is:  
[www.gerogiaquickstatrt.org/econdev/ccss.html](http://www.gerogiaquickstatrt.org/econdev/ccss.html)  
Bill Wade is serving on a DCC committee that is exploring new courses that Dawson could offer that would benefit the community. He will take this information to the next meeting.

#### BEAR

**Business Expansion and Retention:** Steve talked about this program and described it as the leading Expansion and Retention program in Montana, which has been a major asset to businesses. It is a collaborative community effort to provide assistance to expand, increase employment and maintain a healthy, thriving business. It is a Five-step process that is proving to be of substantial value to business owners.

1) Local business people volunteer and are trained to participate in the BEAR program.

2) Local businesses can apply or are selected to become a BEAR client.

3) The trained BEAR volunteers interview the business owner to learn about and assess the overall health of the business.

4) The BEAR assessment team reviews the information and identifies areas of opportunity and/or need.

5) With consent and acknowledgement from the business owner, the appropriate resource(s) will contact them to meet with them and discuss how best to move the business forward. Initial resource advice and assistance is provided at no cost. Not all resources provided are free and in most cases the return on the investment made will benefit the company.

BEAR is a program that has been successful in other areas of Montana, and the model could be successful in our community as well. Steve is willing to bring people who have had hands-on experience with the program to Glendive to provide education and support for local development.

Adjourn 1:00

Next Meeting January 3, 2006  
DCC Board Room